

Taronja School Terms and Conditions

1. General Information

Address: Calle Garcilaso 15 B, 46003 Valencia, España

Contact:

- Email: info@taronjaschool.com
- Website: www.taronjaschool.com
- Phone: +34 96 325 85 45
- WhatsApp: +34 601396785

- Office hours: Monday to Thursday from 09:00 to 18:30, Friday from 9:00 to 17:00.

2. Enrollment and Registration

Minimum Age:

- The minimum age to enroll in the school is 18..

Registration Procedure:

- Register via email (info@taronjaschool.com),
- Register via WhatsApp (+34 963258545).
- A deposit of €100 is required to confirm booking. This deposit is part of the course price and will be deducted from the total amount.
- The remaining fee must be paid at least 15 days prior to the first lesson.

3. Courses

Level Test:

- A level test must be completed before starting the course to ensure proper placement. The level test will be sent along with the booking confirmation. [LINK LEVEL TEST](#)

Technological Integration:

- Use of digital boards, tablets, and an online platform for course materials.

Didactic Material:

- Included for levels A0, A1, A2, and B1. Higher levels may require purchasing a book.

Class Schedules:

- Classes run in a zig-zag pattern, rotating between morning and afternoon shifts.
- Morning Shift: 09:00 to 10:40, 11:00 to 12:40
- Afternoon Shift: 14:30 to 16:10, 16:30 to 18:10
- Conversation Workshops: 13:35 to 14:25 or 12:45 to 13:35
- Private lessons: 13:35 to 14:25 or 12:45 to 13:35
- Adherence to class schedules is expected.

First Day of Class:

- Arrive at 08:30 for morning shift or 14:00 for afternoon shift.
- Attendance to welcome meeting
- Welcome Pack

Certificates:

- Assistant Certificate provided to students who attend at least 80% of the classes. Following the guidelines of the Instituto Cervantes and the European Framework of Reference for Languages.
- If you need an official certificate, you have to take the DELE or SIELE exam. You can take this exam at the school.

Course Reductions:

- Maximum number of students per class is 12 minimum is 4.
- Intensive Course: If less than 4 students, lessons are reduced to half.
- Conversation Workshop: If the number of the students is 3, students will have 3 lessons of 50 minutes per day. If the number of the students is 1 or 2 students will have 2 lessons of 50 minutes per day.
- The school is open all year round except for two weeks at Christmas and a few public holiday.

Start Dates for Beginners

We offer Spanish courses starting every Monday of the year for non-beginners. Beginners must start on the following specific dates (dd/mm/yy):

JANUARY	07/01/25 – 20/01/25
FEBRUARY	03/02/25 – 17/02/25
MARCH	03/03/25 – 17/03/25 – 31/03/25
APRIL	14/04/25 – 28/04/25
MAY	12/05/25 – 26/05/25
JUNE	02/06/25 – 09/06/25 – 16/06/25 – 23/06/25 – 30/06/25
JULY	07/07/25 – 14/07/25 – 21/07/25 – 28/07/25
AUGUST	04/08/25 – 11/08/25 – 18/08/25 – 25/08/25
SEPTEMBER	01/09/25 – 08/09/25 – 15/09/25 – 22/09/25 – 29/09/25
OCTOBER	06/10/25 – 20/10/25
NOVEMBER	03/11/25 – 17/11/25
DECEMBER	01/12/25

Holidays

There will be no Spanish courses on these dates due to holidays (dd/mm/yy). “Optional cultural activities will be proposed for these days.” Check our special offers for these weeks.

JANUARY (4 days)	from 01 to 06
FEBRUARY (1 day)	21/02/2025
MARCH (1 day)	19/03/2024
APRIL (2 days)	18/04/24 and 21/04/25
MAY (1 day)	02/05/25
JUNE (1 day)	24/06/25
JULY (1 day)	18/07/25

AUGUST (1 day)	15/08/25
OCTOBER (1 day)	10/10/25
NOVEMBER (1 day)	07/11/25
DECEMBER (10 days)	08/12/25 from 22/12/25 to 31/12/25

Schedule

09:00 to 10:40	Intensive Course (morning schedule)
10:40 to 11:00	Break
11:40 to 12:40	Intensive Course (morning schedule)
12:45 to 13:35	Conversation / private classes
13:35 to 14:25	Private classes
14:25 to 14:30	Break
14:30 to 16:10	Intensive Course (afternoon schedule)
16:10 to 16:30	Pause
16:30 to 18:10	Intensive Course (afternoon schedule)

We have rotating schedules, for example:

Some groups will have classes on Monday/Wednesday/Friday mornings and Thursday and Friday afternoons. This schedule will change the following week so that all students can enjoy “2 free mornings” and “3 free afternoons” each week, and vice versa.

The maximum number of students per class is 12, and the minimum is 4.

If the number of students per class is less than 4, the school will reduce the total class hours by half.

General Conditions:

- The duration of each class is 50 minutes.
- The maximum number of students per class is 12, and the minimum is 4.
- Study materials are included for levels A1, A2, and B1. Levels B2 and C1 require a book, €24.

- Students with some knowledge of Spanish can start every Monday.
- Beginners must check the start dates.

4. Accommodation

Types:

- Shared Apartments:

Basic (Minimum 3 months)

Standard

Superior.

- Host Families:

Half Board (breakfast and dinner)

Full Board (breakfast, lunch, and dinner).

Apartments Rules:

- Respect hygiene, order, and coexistence rules.
- Quiet hours start at 22:00.
- No parties or overnight visitors.
- Extensions must be requested by email and are subject to availability.

Deposit:

- A €100 deposit is required for apartments, refunded if no damage or excessive utility use is reported.

Host Families Rules:

- Respect meal times and family rules.
- No use of the kitchen for cooking or taking food.
- Moderate use of electricity, water, and gas.

Arrival and Departure Family or Apartment:

- **ARRIVAL** on the Sunday before the course start, from 14:00 a.m. until 20:00 Arrivals after 20:00 may require an airport pick-up service.
- **DEPARTURE** Students must check out before 11:00 on the Saturday after their course ends.

5. Pricing and Payments

Course Price:

- Check the prices and special offers at this link. [PRECIOS](#)
- The school is open all year round except for two weeks at Christmas and a few public holidays. [LINK](#)

Payment Methods:

- Credit Card, Bank Transfer, Flywire.

Cancellation Policy:

- Cancellations made 15 days before the course start date will be refunded minus the deposit. Cancellations made 15 days before arrival will be refunded, except for 100€ booking fee, which will remain at your disposal for another type of course or start date.
- Cancellations made less than 15 days the course start will refund 60% of the course fee. 40% of the amount will remain at your disposal for another type of course or start date.
- No refunds once the course has started, except in cases of illness with a medical certificate.

Accommodation Cancellation:

- No refunds if cancellation is made within 15 days before the start of the course.
- No refunds once the course has started, except in cases of illness.

6. Insurance and Health Coverage at Taronja School

Insurance Coverage:

- Students are insured by Taronja School against third-party damages within the school and during school-organized activities (e.g., excursions, trips).
- Taronja School does not cover illness, accidents, theft, or loss of personal belongings.

Health Insurance:

- EU and Swiss students must obtain the European Health Insurance Card (EHIC).
- Students from non-EU countries must have international health insurance valid in Spain.
- Taronja School offers optional health insurance at an additional cost. Students can request a price list for this service.

7. Complaints Policy

Stages of Complaints:

1. Present your complaint to the school's secretary office (in person or via email).
2. The secretary office will offer a solution within 24 working hours.
3. If dissatisfied, request a meeting with the school manager.
4. The school manager will offer a solution within 24 working hours
5. If still dissatisfied, contact IALC or FEDELE for dispute resolution. The school will provide you with the contact information. You will need to fill out a form, gather the necessary information, and provide evidence that the school has been informed of the complaint. This includes a written complaint, relevant documentation, and confirmation to pursue the issue through the chosen association's procedure.

8. Information Prior to the Contractual Process

Website Ownership:

- The website www.spanishcoursespain-valencia.com is owned by VILLA-HERBA SL (Taronja School), with fiscal address at C/ Convento Santa Clara, N°10 – 1 46002, Valencia.

Contracting Conditions:

- Govern the relationship between VILLA-HERBA SL and users, based on various Spanish laws concerning contracting, consumer protection, personal data, retail trade, and electronic commerce.
- VILLA-HERBA SL can modify these conditions without prior notice, with changes published on the website.

Purpose of the Website:

- To offer language classes and accommodation reservations.

Contract Duration:

- Linked to the completion of the contracted service.

User Requirements:

- Users must be of legal age and legally capable of entering contracts.
- Registration on the website is required for online purchases.
- Personal data collected during registration and purchase are processed as per data protection laws.

Data Processing:

- Necessary for executing the contractual relationship.
- Users can exercise rights to access, rectify, cancel, or oppose data processing by contacting the school at info@taronjaschool.com or the provided address.

Purchase Process:

- Users must log in with their provided username and password.
- After completing a purchase, users receive a confirmation email. If not received within 24 hours, contact customer service.
- Booking confirmations and receipts do not serve as invoices.

Booking Information:

- Booking procedures and conditions are detailed on the website.
- By booking, users declare they understand and accept the conditions of use and general contracting conditions.

Reservation Operations:

- Details of reservations, characteristics, and prices are provided in compliance with the Law on Information Society Services and Electronic Commerce.
- Prices include applicable taxes unless stated otherwise.
- Availability of offers may vary; users will be notified if a reservation is unavailable.

Prices and Availability:

- Prices shown are current, but may change due to errors. Users will be informed of price changes before payment.
- Availability of offers depends on customer demand and database updates. If an offer is unavailable, users will be notified by email.

9. Privacy and Data Protection

Data Handling:

- Taronja School complies with current legislation on personal data protection.
- Data will be processed lawfully, transparently, and securely.
- Rights to access, rectification, limitation of processing, deletion, portability, and opposition can be exercised by contacting the school.
- For cancellation, modification, or rectification of data, write to

Email: maxi@taronjaschool.com

- By enrolling in Taronja School, students agree to these terms and conditions. If you have any questions or need further clarification, please contact us at info@taronjaschool.com or +34 963258545.
- Office hours: Monday to Thursday from 09:00 to 18:30, Friday from 9:00 to 17:00.